

Document Management

Service Name: Copier Management

1. Service Description: The DOIM can provide digital, black and white, copiers on a cost reimbursable basis. Three models are available to support low, medium, and high quantity workload. Four popular options that expand the copier's capabilities are also available for a one-time cost. These options enable the copier to function as a fax, handle classified reproduction, operate as a stand alone scanner, and expand document finishing capabilities. All three models offer network printing and scanning as part of the basic capability. In addition, the DOIM offers help desk support for both toner replacement and copier problems. Customers are responsible for replacing the toner, but the help desk will deliver spares to the worksite. When there is a problem with the copier, customers call the help desk and they either assist in resolving the problem or contact the vendor. Copiers are provided via an IDIQ contract and are purchased under a three year lease-to-own program.

2. DOIM Responsibilities:

- a. Upon receipt of funding initiate procurement action.
- b. Coordinate delivery and set-up of copier.
- c. Provide Help Desk support and Toner for the life of the Lease.

3. Pricing/Billing Information: Pricing is per model and options selected. Funding is to be provided in three annual installments.

4. Customer Responsibilities:

- a. Agree to a three year funding commitment and provide funds on an annual basis.
- b. Appoint a key operator and alternate. (Key Operator Memo details responsibilities).
- c. Coordinate all service and modifications with the DOIM.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.